


# USER MAINTENANCE

## Introduction

This section of the document will show how a system administrator can manage user access on an employer account. The person completing the registration/Account Activation will be the default system administrator and will receive the login credentials to access the QUEST self – service account. The system administrator will be able to create new user accounts and assign roles to each user account. The ability of a user to access available functions is controlled by the roles they have.

## Step-by-Step Instructions:

1. Click on the link, 'User Maintenance' while logged into the home page for staff.



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2. The following page will appear. Click on the link 'Employer Roles'.

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**Employer Information**

Employer Account Number: 100 Employer Name: Employer

**User Maintenance**

[Employer Roles](#)

Assign or update user access to Employer account information.

3. The following page will appear.

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• **Employer Roles**

**Employer Information**

Employer Account Number: 100 Employer Name: Employer

**User Search Criteria**

User ID:

Last Name:

First Name:

Roles: Any

Click here to modify an existing user account.

Click here to create a new user account.

### Creating a new user account:

4. The following page will appear. Enter the user details as required. NOTE: The 4 digit PIN you enter here will be used to reset the password for this account. Click 'Save'.

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• **Employer Roles**

**Employer Information**

Employer Account Number: 100 Employer Name: Employer

**User Details**

First Name:  \*

Middle Initial:

Last Name:  \*

Telephone:  ext:

eMail:  \*

Employee ID:  \*

4-digit PIN Code:  \*

Effective Start Date:  \*

Effective End Date:

**New Comments**

5. The following page will appear, confirming that the login credentials have been emailed to the user.

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**Employer Information**

Employer Account Number: **100** Employer Name: **Employer**

**Password Link Sent**

An eMail message has been sent to the user containing an encrypted link which that user can use to login to the system and establish a password.

Note: This password link will only be effective for the next **2 hours**.

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6. The following page will appear, confirming that the login credentials have been emailed to the user.
7. NOTE: You must add roles to the newly created account, in order for the user to be able to use the newly created account. Please refer to the instructions below for adding roles.

### Modifying a User Account:

8. Repeat steps 1 to 3. Enter search criteria to find the account you are looking for and click 'Search'. The search results will appear as shown below.

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**Employer Roles**

**Employer Information**

Employer Account Number: **100** Employer Name: **Employer**

**User Details**

User Type: **Employer**

User ID: **tx501**

First Name: **Tom**

Middle Initial:

Last Name: **X**

Telephone:

eMail: **zz@detma.org**

[Employee ID](#) **2137**

[PIN Code](#) **2137**

Effective Start Date: **11/1/2009**

Effective End Date:

Last Logged On:

Incorrect Password Attempts: **0**

Account Status: **Active**

Security Question:

Security Answer:

**Modify User Attributes**

[Modify](#) Update the basic information for this user.

[Roles](#) View/Edit security roles for which this user is assigned.

[Employer Units](#) View/Edit employer units for which this user has access.


[Reset Password](#) Reset the user's password by sending a "password reset" eMail.

[Inactivate](#) Inactivate the user's access to the system.

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Click on the link to perform the action described.

**Modify:** This link allows you to update the profile of the user. Clicking on the link will open the page shown below. Make your updates and click 'Save'. You will be returned to the page shown in step 8.



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\* Indicates Required Field

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**Employer Roles**

Employer Information

Employer Account Number: **100**      Employer Name: **Employer**

User Details

User Type:	<b>Employer</b>	
User ID:	<b>tx501</b>	
First Name:	<input type="text" value="Tom"/>	*
Middle Initial:	<input type="text"/>	
Last Name:	<input type="text" value="X"/>	*
Telephone:	<input type="text"/>	ext: <input type="text"/>
eMail:	<input type="text" value="zz@detma.org"/>	
<a href="#">Employee ID</a> *	<input type="text" value="2137"/>	*
<a href="#">4-digit PIN Code</a> *	<input type="text" value="2137"/>	*
Effective Start Date:	<b>11/1/2009</b>	
Effective End Date:	<input type="text"/>	
Last Logged On:		
Incorrect Password Attempts:	<b>0</b>	
Account Status:	<b>Active</b>	
Security Question:		
Security Answer:		

Previous Comments

New Comments

**Roles:** The ability of a user to perform functions within the online QUEST system is controlled by roles assigned to their user account. Example: A user with the role 'Employment and Wage Detail View Only' will have only a view of the employment and wage detail transactions, but will not be able to submit employment and wage detail reports. Clicking on the link 'Roles' will lead to the page shown below. Make your updates and click 'Save'. You will be returned to the page shown in step 8.

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**[Employer Roles](#)**

Employer Information

Employer Account Number:
Employer Name:

Assign Roles To User

User Type: **Employer**

User ID: **ty01**

Name: **Tom y**

Current Roles Assigned to User

Remove

<input type="checkbox"/> <b>System Administrator</b> <small>Description: System Administrator</small>
<input type="checkbox"/> <b>Payments Update and Submit</b> <small>Description: Payments Update and Submit</small>
<input type="checkbox"/> <b>Account Maintenance Update and Submit</b> <small>Description: Account Maintenance Update and Submit</small>
<input type="checkbox"/> <b>Employment and Wage Detail Update and Submit</b> <small>Description: Employment and Wage Detail Update and Submit</small>
<input type="checkbox"/> <b>Benefit Charges Protest Submission</b> <small>Description: Benefit Charges Protest Submission</small>

Available Roles

Add

<input type="checkbox"/> <b>Account Maintenance View Only</b> <small>Description: Account Maintenance View Only</small>
<input type="checkbox"/> <b>Employment and Wage Detail View Only</b> <small>Description: Employment and Wage Detail View Only</small>
<input type="checkbox"/> <b>Benefit Charge View Only</b> <small>Description: Benefit Charge View Only</small>
<input type="checkbox"/> <b>Payments View Only</b> <small>Description: Payments View Only</small>

Save

Cancel

Check this box and click 'Save' to remove this role.

Check this box and click on 'Save' to add this role.

Units: Clicking on the link 'Units' will lead to the page shown below. Here you will be able to control the ability of the user to access Reporting Units with their assigned roles. On this page, enter your updates as necessary and click 'Save'. You will be returned to the page shown in step 8.

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Read instructions here.

**Employer Information**Employer Account Number: **100**Employer Name: **Employer****Select Employer Units**User Type: **Employer**User ID: **tx501**Name: **Tom X****Full Access**

Check the following boxes if the assigned role will be for all Employer reporting units. If this checkbox is selected, the assigned role will apply to all new and existing Employer reporting units. Otherwise, roles will need to be assigned individually (see next section below).

- ☐ Employment and Wage Detail Update and Submit  
☐ Employment and Wage Detail View Only

**Employer Units**

Select the checkbox next to the role, for a given employer unit, in order to grant access to that role.

Unit	Physical Address
0000	19 STANFORD ST, BOSTON
<input type="checkbox"/> Employment and Wage Detail Update and Submit <input type="checkbox"/> Employment and Wage Detail View Only	
0001	XXXXX, Boston
<input type="checkbox"/> Employment and Wage Detail Update and Submit <input type="checkbox"/> Employment and Wage Detail View Only	

[Save](#) [Cancel](#)

**Reset Password:** You will be able to inactivate a user account, by clicking on the link 'Reset Password'. The following page will appear. Click 'Confirm' to reset the password. The user will receive a link on the email address associated with the account. The user will be able to establish a new password by answering the security questions set up at the time of initial login.

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Are you sure that you wish to reset the password for: tx501

This action will cause the system to send a secure link to the user's eMail address for the user to click and create a new password.

[Confirm](#) [Cancel](#)

Inactivate: You will be able to inactivate a user account, by clicking on the link 'Inactivate'. The following page will appear. Click 'Confirm' to inactivate the user account.

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Employer Information

Employer Account Number: **10C**      Employer Name: **Employer**

Inactivate User

Are you sure that you wish to inactivate the user: **tx501**

Confirm

Cancel